Conflict Management

General articles on conflict management

- 4Gs of Resolving Conflict
- Apology Styles
- Causes of conflict
- Ten Guidelines for Dialogue

VitalSmarts resources

VitalSmarts is the organization behind the books, *[Crucial Accountability]* & *[Crucial Conversations]*.

- **Training notes** from AD boot camp on the topic of Crucial Conversations (by Warren Janzen)
- **Crucial Conversations: Tools for Talking When Stakes are High** also by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler.
- Other VitalSmarts resources.

Conflict resolution on mission teams

- **Guidelines for Handling Member Concerns** and Grievances developed by the SEND Europe Hybrid Group
- **Long Distance Managerial Intervention in Overseas Conflicts: Helping Missionaries Reframe Conflict along Multiple Dimensions** by David R. Dunaetz, former World Venture missionaries in France
- **Mediating Conflict Situations Effectively**. by Dan Bacon
- **Dealing with Conflict on Teams**. PowerPoint by Ken Guenther. Deals with the importance of engaging in conflict, and the difference between productive and unproductive conflict.

Books on conflict resolution

- **Resolving Everyday Conflict**” by Ken Sande and Kevin Johnson.
- **The Peacemaker: A Biblical Guide to Resolving Personal Conflict** by Ken Sande
- **Crucial Conversations: Tools for Talking When Stakes are High** also by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler.